

Raleigh-Wake Co. 9-1-1 Center
General Statistics
June 2010

Personnel Information

<u>Position</u>	<u>Auth</u>	<u>Vacant</u>	<u>Position</u>	<u>Auth</u>	<u>Vacant</u>
Administration			Operations		
Director	1	0	Shift Supervisors	10	0
Deputy Director	2	0	EMD Supervisor	1	0
Technical Staff	11	0	Telecommunicators	60	04
Training Staff	4	0	Call Takers	<u>11</u>	<u>2</u>
CALEA Manager	1	0	Operations Totals	82	06
Staff Support	<u>1</u>	<u>0</u>			
Admin Totals	20	0	Center Totals	102	06

Operations Statistics

Telephone	May '10	June '10
Incoming 9-1-1 calls	44,699	42,729
Incoming 7-digit calls	25,192	24,849
Total incoming phone calls received this month	69,891	67,578
Total incoming phone calls received year to date		389,036
Daily average 9-1-1 calls received	1,442	1,424
Number of Wireless 9-1-1 calls received this month	30,614	23,929
Number of Language Line calls received this month	509	468
Number of Outgoing calls this month	23,015	21,712

Dispatch

Law agencies this month	26,928	26,706
Fire agencies this month	5,081	5,129
EMS agencies this month	6,674	6,586
Total public safety dispatches this month	38,683	38,421
Total public safety dispatches year to date		220,279
Daily average public safety dispatches	1,248	1,281
Total non-public safety dispatches this month	906	845

Feedbacks (updated quarterly)

Total Feedbacks received this quarter	13
Total Feedbacks received year to date	32

Feedback types	Quarter	Year
Commendations	04	11
Complaints	06	10
Valid	02	04
Not valid	04	06
Inquiries	03	11

Feedbacks received by shift

Day Shift (0630 – 1830)	10	25
Night Shift (1830 – 0630)	04	08

Feedbacks received by Crews (quarter / year)

A Crew	05 / 11	B Crew	01 / 04	C Crew	03 / 05
D Crew	00 / 02	E Crew	04 / 07	Other	00 / 03

